

**WIC Advisory Council Meeting**  
**Wednesday, March 20, 2013**  
**MINUTES**

**WIC Advisory Council Attendees**

Ralph Clegg  
Myron Bateman  
Colleen Chappell  
Marti Woolford  
Roxie Nielsen  
Alicia Bradford  
Lisia Satini  
Bonnie Farmer  
Iliana MacDonald  
Sue Hildebrand

**State WIC Attendees**

Rick Wardle  
Linda Schiele  
Karen Smith  
Phyllis Crowley  
Dana Gauthier  
Laura Gelder  
Rebecca Clyde

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**I. Welcome and Introductions**

**Myron Bateman**

**II. Nutrition Services Updates**

**Phyllis Crowley**

**A. USDA Audit in August 2012**

- ♦ The nutrition staff is currently working to correct two Nutrition and two Breastfeeding findings. They are right on target with the deadline.

**B. USDA to Standardize Policy and Procedure Manuals in the US**

- ♦ The nutrition staffs are also working to convert our current P & P Nutrition and Breastfeeding sections to the new USDA format. The USDA's new format will standardize the Policy & Procedures Manual from state to state throughout the country. The State Nutrition staffs are responsible for six sections in the Utah P & P including Staffing, Nutrition Risk Manual, Supplementary Foods, VENA/Nutrition Education and Evaluation Plan and Breastfeeding Promotion/Support.

**C. VISION Computer System – Amendment 7**

- ♦ The nutrition team has reviewed and approved eighty-four changes in Amendment 7 related to Nutrition and Breastfeeding.

**D. User Acceptance Testing for Amendment 7**

- ♦ The nutrition team has participated in a total of about 40 hours in the testing.

**E. The MCH Block Grant**

- ♦ The nutrition team has written and contributed to the Breastfeeding Activities and Obesity issues in the WIC Children's sections for the MCH Block Grant Request this year.

**F. State WIC Trains and Mentors Dietetic Interns**

- ♦ The State WIC Office has been training and mentoring many Dietetic Interns from all over the USA for several years. We have anywhere from two to four interns with us each month. We now have two MOU Agreements with North Dakota State University and Iowa State University. They do some very valuable work for our WIC Program so it is a real win-win situation!

**G. Scrambling to find Breads since Hostess Shut Down**

- ♦ We recently added some new breads to our list of WIC approved foods to comply with USDA requirements. Prior to this change, we had just developed, printed and delivered our new WIC Food Cards. In order to keep costs down we created an insert that can be added by the stores and clinics to our new existing food card.

**H. We Now Have Minutes taken of our WIC Director's Conference Calls**

- ♦ Phyllis Crowley thanked Bonnie Farmer for suggesting that minutes be taken on these important conference calls. It is a good resource for the Directors.

**I. Online Peer Counseling Training**

- ♦ We have been collaborating with WICHealth.org regarding the Online Peer Counseling Application.
- ♦ Phase I of the Pilot Program was done by Salt Lake County and Tooele. Phyllis thanked them for identifying the bugs and helping to define the navigational aspects of the program. The National Academy of Nutrition published some positive information and support for our program in their latest newsletter entitled, The Digest.
- ♦ We are in the process of starting Phase II of the Pilot.

**J. Utah Donor Human Milk Bank Taskforce**

- ♦ We are currently facilitating the taskforce to bring about the Utah Donor Human Milk Bank in 2016. This will be of great value to infants in the NICU. We have also posted updated care and cleaning guidelines for the All-in-One Infantometers.
- ♦ The Infant scales we are using at the local WIC clinics started having problems a while ago. It was found that when the scales were cleaned with spray cleaners, the moisture was getting under the sticker that covered the digital components. This caused the scale to stop working. The new cleaning guidelines will stop this from happening.

**K. The Breastfeeding Brochures have been updated**

- ♦ Phyllis thanked Bonnie Farmer and Sherrie Green for reviewing those handouts.

**L. Making Doctor's Prescriptions Electronic**

- ♦ We are drafting a new process improvement project that will make the process electronic. It is a project Phyllis, Linda and Rick are working on for our management class. It is to make the process of receiving infant formula prescriptions from doctors a web based electronic process instead of using paper forms being carried in by participants.

**M. UAWA Issues Log**

- ♦ We added a UAWA Issues log to SharePoint to help track all the requests, provide follow-up information and give each issue a closing date.

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**III. Funding Updates**

**Dana Gauthier**

**A. WIC Budget Status**

- ♦ We do not have any numbers yet, congress has not yet voted on our budget. We are still on continuing resolutions.

**B. 5.1% Cut to All WIC Budgets**

- ♦ We are finding out that the cut may be less than 5.1% because USDA is finding pots of money, so we have more money than was anticipated. We could actually absorb a 5.1% cut without affecting the locals. However, we may not have to.

- ♦ As it looks right now, we will have enough money to finance our food budget with no cut in services and no caseload management.
- ♦ We have not received our Peer Counseling budget yet, but we get a two-year grant. This year we will be using the other half of last year's grant. Next year we will have to wait and see how much is allocated.
- ♦ We have been advised that sequestration will most likely not affect local agency contracts this year. Its next year we are worried about.

**C. State Mandated Cut to Travel Costs**

- ♦ If your out-of-state travel is not required by a grant, you cannot travel.

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**IV. Operations Updates**

**Rick Wardle**

**A. WIC Orientation Videos & Vendor Training Videos**

- ♦ We have completely revamped the Orientation and Training Videos in both English and Spanish. We have added updated policies and procedures that comply with our new VISION computer system. We have also gotten rid of duplicate information. We feel like these videos are much more concise and of a very high quality.
- ♦ The Orientation Video can be viewed on YouTube.
- ♦ The Vendor Training Videos were updated to include new policies and procedures, new foods and were created with the cashiers in mind.

**B. Other Notable Updates**

- ♦ We have taken the old orientation video, replaced some of the video with still shots and did a voice over in some of the most common refugee languages.
- ♦ We also plan to make language specific recordings of the Rights and Responsibilities.

**C. Visit from the USDA Last August**

- ♦ Last August we had a visit from the USDA Mountain Plains Regional Office. They did a Management Evaluation at the State Office and in Central Utah.

- ♦ The functional areas they reviewed were Certification and Eligibility, Food Delivery, Nutrition Services, Information Systems, Civil Rights and Organization and Management.
- ♦ We got a report from them around December. They observed many exemplary practices and initiatives. They identified the SharePoint site as a resource for the local's clinics. They feel the Policies & Procedures area of the site provides extensive information to assist locals in all areas and functions. They feel it is critical for the locals to utilize these Policies & Procedures as a framework for additional training and all WIC functions.
- ♦ They observed noteworthy initiatives in the Central Utah Department of Health WIC Clinic as well. They felt that Central made it very convenient for WIC clients by having walk-in hours and evening clinics.
- ♦ They liked the things we have been doing in our refugee program specifically the videos created in refugee languages.
- ♦ They commended the Utah WIC Local and State staff for their professionalism, passion, pride in the program and personal care practices that provide participants with excellent service and personal attention.

#### **D. Findings from the Management Evaluation**

- ♦ They found that the locals were not always following our written policies.
- ♦ They also felt that we were not doing enough to train the local staff on what the policies are. We will create an action plan that may include such things as web-based training and video conferencing. We plan to offer these trainings during the summer months.

#### **E. State WIC Monitoring of Local WIC Clinics**

- ♦ The state is required to audit each district every two years. We spend a day or two in the clinics monitoring them. It is also an excellent training opportunity.

#### **F. The USDA Required an Action Plan**

- ♦ After we received the letter detailing the findings of our USDA Management Evaluation, they required us to come up with an Action Plan to cure any deficiencies. We have submitted the plan. We are waiting to hear whether they approve our plans.

**G. The State Plan will be Divided into Three Sections:**

- a) Specific Goals and Objectives for the Coming Fiscal Year
- b) Instructions for Local Agency Operations (Procedures Manual)
- c) Description of On-going State-Level Operations

**H. The Policy and Procedures Manual**

- ♦ The Policies & Procedures Manual will also need to be reformatted and subdivided into eleven functional areas to facilitate referencing, cross-referencing and documentation.

**I. Our Outline Structure**

- ♦ The USDA has approved our outline structure we will meet with UAWA to get their suggestions.
- ♦ We are hoping to have it reformatted by May. Then it will go out for public comment. It is due to USDA in August.

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**V. Vendor Management Updates**

**Linda Schiele**

**A. Bread Issue Resolved**

- ♦ As Phyllis mentioned our bread issue is resolved. The aforementioned inserts went out to the vendors and the clinics to be added to their existing WIC brochures.

**B. New Wal-Mart**

- ♦ We opened a new Wal-Mart in South Jordan last week. Linda Schiele trained 141 associates! This was a first! We used to only train management and they trained the associates. This time we trained everyone from managers to cashiers at the same time.

**C. The Target Stores**

- ♦ We have had many problems with the Target stores. They are out of compliance. We have continued complaints from WIC participants that they do not have the WIC foods on the shelves. In speaking with the corporate office Linda has learned that the stores do not order their own product. Corporate does. Another problem with Target is, the individual stores do not see their returned WIC vouchers. So they have no idea whether they are in compliance or not. Linda is writing a letter the corporate office. She plans to tell them in no uncertain terms that if they do not comply with the WIC Vendor Rules, they will be dropped from the program.

**D. Farmer's Markets**

- ♦ There was a question about Farmers Markets. Utah WIC does not use Farmer's Markets because we cannot guarantee if the food is safe and clean. In addition, Farmer's Markets are not available statewide. Logistically it would be difficult, each Farmer's Market would have to be treated as a WIC Vendor. It would be very hard to establish a paper trail; it is felt that the use of Farmer's Markets can be revisited when we switch over to EBT cards.

**E. A Request from Our Vendors**

- ♦ The vendors would like WIC to educate their participants about what they need to do at the checkouts. They would like people to separate out the WIC foods and redeem them first. This would really speed up the lines.

**VI. Other**

**All**

**A. Online Class Certificates**

- ♦ WIC Participants would like to have their online class certificates emailed to them. The VISION system will begin receiving this information automatically from WIChealth.org with the roll out of amendment 7.

**VII. The Next Meeting**

**Myron Bateman**

- ♦ It was decided the next WIC Advisory Meeting would be held on **Tuesday, June 25, 2013.**

**VIII. The Meeting was adjourned at approximately 12:30 pm**